MobileAsset v7: How to gather log files from a mobile device (Android, iOS, Windows Mobile / CE)

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Android:

1. MobileAsset must be logged in.
2. At the upper right, tap the triple-box icon, then tap Settings.
3. Set Verbose Log Level to All.
4. Reproduce the problem.
5. Go back to Settings.
6. Tap "View Log".
7. At the upper right, tap the envelope email icon.
8. Make sure both "Log" and "Crash List" show checkmarks at the right side. If needed, tap a checkbox to check it.
9. At the bottom, tap the Send button. Choose an email client if necessary. An email window appears.
10. If desired, edit the email. For example, add your name to the subject, or add another recipient.
11. When the email is ready to send, at the upper right, tap "Send". By default, the email is sent to the Wasp Tech Support group. MobileAsset returns to the Email window.
12. At the upper left, tap < to go back to Application Logs, then < back to Settings
13. Set Verbose Log Level to Errors
14. Then < back to MobileAsset.

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iOS (iPad, iPhone):

1. MobileAsset must be logged in.
2. At the upper right, tap the gear icon.
3. Set Verbose Log Level to All.
4. Reproduce the problem.
5. Tap the gear icon again to get into Settings.
6. Tap "View Log".
7. At the upper right, tap the email icon (pencil writing on document).
8. Make sure both "Log" and "Crash List" show checkmarks at the right side. If needed, tap the item to check it.
9. At the upper right, tap "Send". An email window appears.
10. If desired, edit the email. For example, add your name to the subject, or add another recipient.
11. When the email is ready to send, at the upper right, tap "Send". By default, the email is sent to the Wasp Tech Support group. MobileAsset returns to the Email window.
12. At the upper left, tap < to go back to Log, then < back to Settings
13. Set Verbose Log Level to Errors
14. Then < back to MobileAsset

Windows Mobile / CE Device:

1. Connect the device to a PC via the data cable.
2. Using Windows File Explorer, browse the device to this path: \Program Files\MobileAsset\Logs
3. Copy the file MobileAsset.log to the PC.

Related Content

- Log file locations/paths